

Accessibility Services (ADA) Guide



The WM Phoenix Open is an accessible event, and we are dedicated to continually improving our efforts to ensure that you have access to amenities. We welcome and encourage all feedback and suggestions from our guests. The following explains the services provided this year. For any accessibility-related questions, please email us at info@wmphoenixopen.com. We will do our best to help you enjoy your experience.

PARKING

The ADA Lot is located in Lot 2 at the corner of Hayden and Bell Roads. See Parking Map on website for directions. To access the ADA Parking Lot, a valid handicap placard must be displayed in your front windshield. Once you have entered the parking lot, parking attendants will be available to direct you to the ADA Parking section located on the west of the lot. ADA Parking spaces are first-come, first-served. If the lot is full, patrons will be directed to the nearest available overflow parking lots.

ADA VIEWING AREAS

There will be designated ADA Viewing Platforms made available to guests with disabilities on some of the most popular parts of the course.

Please bring your own seating accommodation if needed. ADA Viewing is available at the following locations:

- 16 Green
- 17 Fairway
- 18 Green

Seating in these areas is available on a first-come, first-serve basis. To ensure you catch the players you would like to see, we advise you to arrive at the viewing area early to secure a seat.

In addition to these designated viewing platforms, there are additional spectator areas throughout the course for spectators that may be suitable for ADA viewing.

SERVICE ANIMALS

Service animals are permitted throughout the grounds; however, this does not include emotional support animals, therapy animals, or companion animals. Pets are not allowed and will be turned away. Only legitimate service animals that are properly trained and under the proper care of their owners will be provided with the appropriate credentials.

All service animals must always remain by the handler's side and must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Service animals must be housebroken, and guests are required to pick up after their animal and properly dispose of the waste. Guests must bring their own waste bags.

Anyone bringing an animal will be responsible for and liable for any damage or injury caused by the animal. Handlers are still bound by local city ordinances and state laws pertaining to animal welfare.

All animals should have legally required vaccinations which may be checked.

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ADDITIONAL SERVICES

- Mobility Scooters are available on a first-come, first-served basis free of charge, Tuesday through Sunday, by Southwest Mobility located on Bell Road near the main entrance.
- ADA Lifts are located in the following areas:
 - 16 Skybox – South Main Entrance
 - 17 Cove
 - 1937
 - Bay Club
 - Birds Nest Cabanas
 - E18hteen
 - Patriots Outpost
 - Scorekeepers (2)
- ADA Bathrooms are provided in various bathroom compounds throughout the WM Phoenix Open event site.

COMMENTS, QUESTIONS & SUGGESTIONS

The WM Phoenix Open will consider any request by a guest with disability for reasonable modification of its policies, practices, procedures, or for auxiliary aids and services that will permit the guest equal enjoyment of the goods and services offered at the WMPO. We encourage you to make any such request as far in advance as possible to enhance our ability to evaluate and fulfill the request.

In the continual effort to make the WM Phoenix Open more accessible, we encourage you to contact us at info@wmphoenixopen.com for any of your disability related needs. Additionally, if you have any questions about Accessibility Services policies, please don't hesitate to reach out to us.